

**GLOSSARY/DEFINITIONS OF CONTRACT TERMINOLOGY**

Access: The ability to get needed health care and services.

Accessibility of Services: The ability to get health care and services when needed.

Accreditation: A seal of approval by a private, independent group based on a type of evaluation rating.

Actual Charge: The amount of money a doctor or supplier charges for a certain health care service or supply, which is often more than the amount Medicare approves. (See Approved Amount; Assignment.)

Administration of Medication: The act in which a prescribed dose of an identified drug is given to an offender.

Administrative Meetings: These meetings are held at least quarterly between the health authority and the official legally responsible for the facility or their designee. At these meetings, problems are identified and solutions developed.

Admitting Physician: The doctor responsible for admission to a hospital or other inpatient health facility.

Alcohol Detoxification: See Detoxification.

Ambulatory Care: All types of health services that do not require an overnight hospital stay.

Ambulatory Surgical Center: A free standing facility or separate part of a hospital that does outpatient surgery.

Ancillary Services: Professional services in a hospital or other inpatient health program. These may include x-ray, drug, laboratory, or other services.

Annual Statistical Report: Indicates the number of offenders receiving health services by category as well as other pertinent information (e.g., operative procedures, referrals to specialists, ambulance services).

Approved Amount: A fee Medicare sets as reasonable for a health care service covered under Medicare Part B. It may be less than the actual amount charged. Approved Amount is sometimes also called "Approved Charge". (See Actual Charge, Assignment.)

Assignment: In the Original Medicare Plan, a process through which a doctor or supplier agrees to accept the amount of money Medicare approves for their fees as payment in full. You must pay any coinsurance amount. (See Actual Charge; Approved Amount.)

Capitation: The amount of money paid to a health plan or doctor that is used to cover the cost of a plan member's health care services for a certain length of time.

Case Management: A process used by a doctor, nurse, or chosen health professional to manage health related matters. Case management makes sure that needed services are given, and keeps track of the use of facilities and resources.

Chemical Dependency: Refer to the state of physiological and/or psychological dependence on alcohol, opium derivatives, synthetic drugs with morphine-like properties (opiates), stimulants, and depressants.

Chronic Care: Health care service rendered to an offender that assists in an on-going effort to monitor and/or control an illness. Within the health care and mental health community, chronic care may be referred to as chronic illness management.

Clinic Care: Health care service rendered to an ambulatory offender with health care complaints that are evaluated and treated at sick call or by special appointment.

Clinical Executive Committee (CEC): A monthly meeting which offers an opportunity for mental health and medical staff to come together to discuss offenders who require significant treatment by both disciplines. The mental health care contractor is responsible for meeting scheduling and maintenance of the CEC meeting minutes.

Cognitive Impairment: A loss or breakdown in a person's mental state that may affect a person's moods, fears, anxieties, and ability to think clearly.

Communicable Diseases: Those diseases capable of being transmitted from one person or species to another.

Convalescent Care: Health care service rendered to an offender to assist in recovery from illness or injury.

DEA - Controlled Substance: Drug regulated by the Drug Enforcement Administration under the authority of the Federal Controlled Substances Act.

Dehydration: A serious condition where your body's loss of fluid is more than the intake of fluid.

Dental Examination: Include the taking or review of the offender's dental history, charting of teeth, examination of the hard and soft tissue of the oral cavity with a mouth mirror, explorer, and adequate illumination, and x-rays if needed for diagnosis.

Dental Screening: Part of the initial health appraisal includes visual observation of the teeth and gums.

Detoxification: The process by which an individual is gradually withdrawn from a drug by the administration of decreasing doses of the drug upon which the person is physiologically dependent, one that is cross-tolerant to it, or a drug that has been demonstrated to be effective on the basis of health care research.

Disaster Plan, Health Aspects: Health aspects of the disaster plan, among other items, include the triaging process, outlining where care can be provided, and laying out a back up plan.

Dispensing of Medication: System of delivery and storage of and accounting for drugs from the source of supply to the nursing station or the point at which they are administered to the offender.

Distribution of Medication: The distribution of the offender's medication upon his or her discharge from the facility or discontinuation of the medication, the return of the sealed, unused, packaged medication to the pharmacy, or the provision of the discharged offender with the medication in line with the principle of continuity of care.

Documented: Documented health requests include such examples as: (1) the recording on the request slip of the action taken regarding triaging and the filing of such slips in the offender's medical record, and (2) the use of a log to record the request and its disposition.

Drug Detoxification: See Detoxification.

Ectoparasites: Vermin (such as insects) that infest human skin.

Emergency Care (Health Care, Dental, and Mental Health): Care for an acute illness or unexpected health care needs that cannot be deferred until the next scheduled sick call or clinic without risk to life, limb, or sight.

Episode of Care: Health care services given during a certain period of time, usually during a hospital stay.

Exclusions/Medicare: Items or services that Medicare does not cover, such as prescription drugs, long-term care, and custodial care in a nursing or private home.

Formulary: A list of certain drugs and their proper dosages. In some Medicare health plans, doctors must order or use only drugs listed on the plan's formulary<sup>2</sup>. A written list of prescribed and non-prescribed medication stocked within the facility.

Four Basic Food Groups: The groups include: milk products; meat, fish, and other protein foods (e.g., eggs, dried beans and peas, cheese); breads and cereals; and vegetables and fruits; or as otherwise currently identified by the American Dietetic Association.

Health Administrator: A person who by education (RN, MPH, MHA, or a related discipline), experience, or certification (e.g., CCHP, Fellow in the American College of Health Care Executives) is capable of assuming responsibility for arranging for all levels of health care and providing quality and accessibility of all services provided to offenders.

Health Appraisal: The process whereby the health status of an offender is evaluated. The extent of the health appraisal, including medical examination, is defined by the responsible physician, but includes at least the items noted by the NCCHC (See NCCHC Standard P-34).

Health Authority: The individual to whom has been delegated the responsibility for the facility's health care services, including arrangements for all levels of health care and the ensuring of quality and accessibility of all health services provided to offenders.

Health Care: The sum of all actions taken, preventive and therapeutic, to provide for both the physical and mental well being of a population. Health care, among other aspects, includes medical, psychiatric, and dental services, personal hygiene, dietary and food services, and environmental conditions.

Health Care Financing Administration (HCFA): The federal agency within the Department of Health and Human Services that runs the Medicare and Medicaid Health Insurance program.

Health Employer Data and Information Set (HEDIS): A set of standard performance measures that can give you information about the quality of a health plan. You can get information on the effectiveness of care, access, cost, and other measures you can use to compare the quality of managed care plans. The National Committee for Quality Assurance (NCQA) collects HEDIS data. (See National Committee for Quality Assurance.)

Health Fair: A planned, organized health education, screening, and prevention-oriented activity within the correctional facility utilizing a combination of in-house medical care and mental health care staff and volunteers from community health care agencies and associations.

Health Services Staff: Qualified health care personnel and all personnel without health care licenses who are trained in some aspects of health care delivery (e.g., administrators, nursing assistants, records administrators, clerical workers)

HEDIS: Health Plan Employer Data Information Sets which are quality measures used to evaluate health care.

Hospice: A special way of caring for people with a terminal illness that provides health care, emotional, and social help in a comfortable and familiar place.

Hospital Care: The inpatient care for an illness or diagnosis that requires observation and/or management in a licensed hospital.

Infirmiry: An area established within the confinement facility in which organized bed care facilities and services are maintained and operated to accommodate two or more patients, and which is operated for the express and implied purpose of providing skilled nursing care for persons who are not in need of hospitalization.

Infirmiry Care: Inpatient bed care by or under the supervision of a registered nurse for an illness or diagnosis that requires limited observation and/or management but does not require admission to a licensed hospital or nursing care facility.

Informed Consent: The agreement by the offender to a treatment, examination, or procedure after the offender receives the material facts regarding the nature of, consequences of, risks of, and alternatives to the proposed treatment, examination, or procedure. The right to refuse treatment is inherent in this concept.

Initial Health Screening: See Receiving Screening.

Internal Quality Improvement: See Monitoring Services.

Large-Muscle Activity: Examples are those activities involving large muscle groups such as walking, jogging in place, basketball, ping-pong, and isometrics.

Licensed Nursing Facility: Long term or rehabilitative care provided to patients with chronic physical or mental disabilities.

Malnutrition: A health problem caused by the lack (or too much) of needed nutrients.

Medical Care: The sum of all actions taken, preventive and therapeutic, to provide for the physical well being of a population.

Medical Preventive Maintenance: See Restraints.

Medically Necessary: Services or supplies that:

- Are proper and needed for diagnosis, or treatment of a medical condition;
- Are provided for the diagnosis, direct care, and treatment of a medical condition;
- Meet the standards of health care practice in the health care community of a local area; and
- Are not mainly for the convenience of the patient or doctor.

Medication Accounting: The system of recording, summarizing, analyzing, verifying, and reporting medication usage.

Mental Health Care: The sum of all actions taken, preventive and therapeutic, to provide for the mental well being of a population.

Modified Therapeutic Community Program: The modified therapeutic community strives for much the same environment and characteristics of the Long Term Therapeutic Community Treatment Program within the limitations of a shortened duration of participation by the offenders in the program.

Monitoring Services: The process of ensuring that high-quality health care services are being rendered in the facility by all providers. The monitoring is accomplished by on-site observation and review (e.g., study of offenders' complaints about care; review of medical records, pharmaceutical processes, and performance of care). This process is also referred to as Comprehensive Quality Improvement.

National Committee for Quality Assurance (NCQA): A non-profit organization that accredits and measures the quality of care in Medicare health plans by using the Health Employer Data and Information Set (HEDIS) data reporting system. HEDIS uses the same measures for all Medicare health plans. (See Health Employer Data and Information Set.)

Nursing Protocols: Written instructions or guidelines that specify the steps to be taken in appraising an offender's physical status.

Opiates: Derivatives of opium (e.g., morphine and codeine), and synthetic drugs with morphine-like properties.

Oral Hygiene: The standard definition includes clinical procedures taken to protect the health of the mouth and chewing apparatus, minimum compliance is met by instruction in the proper brushing of teeth.

Outpatient Care: Health care or surgical care that does not include an overnight hospital stay.

Outpatient Treatment Program: A specified treatment regimen that offers nonresidential specialized services on a scheduled basis for persons with substance abuse problems. Outpatient treatment emphasizes group therapy with some individual counseling and an

educational component tied to both program goals and to the individual's treatment plan objectives.

Pharmacy and Therapeutics Committee: An advisory group composed primarily of staff physicians and the pharmacist which serves as the communication link between the medical staff and the pharmacy. Service to include representatives of the Department of Corrections and the contract.

Planned, Supervised Basis (for exercise): Facilities meet compliance of exercise on a "planned, supervised basis" under the following conditions. It is recognized that many facilities do not have a separate facility or room for exercising. The dayroom adjacent to the living area may be used for this purpose and meets compliance if planned, programmed activities are directly supervised by staff and/or trained volunteers. Television and table games do not meet compliance. Regarding the use of outside yards, gymnasium, and multipurpose rooms, making available opportunities for exercise (e.g., basketball, handball, jogging, running, and calisthenics) satisfies compliance even if the offenders do not take advantage of these opportunities.

Policy: A facility's written official position on a particular issue related to an organization's operations.

Practitioner Protocols: Written instructions for physicians, nurse practitioners, and physician assistants which have been approved by a state regulatory board or by the responsible health care authority for the prison system.

Preventive Care: Care rendered to maintain health or to prevent illness.

Prevailing Practice: A set of current or more frequently accepted set of directions or principles followed that assist the health care practitioner with patient care decisions about appropriate diagnostic, therapeutic, or other clinical procedures for specific clinical circumstances. Prevailing practice guidelines provide a foundation for assessing and evaluating the quality and effectiveness of health care in terms of measuring improved health, reduction of variation in services or procedures performed, and reduction of variation in outcomes of health care delivered .

Preventive Maintenance: Refers to medical health promotion and disease prevention. This includes the provision of individual or group health education and health care services, such as inoculations and immunizations provided to take advance measures against disease and instruction in self-care for chronic conditions.

Procedure: Describes in detail, sometimes in sequence, how a policy is to be carried out.

Procurement: Procurement of medication is the system of ordering for the pharmacy.

Provider: A doctor, hospital, health care professional, or health care facility.

Psychiatric Personnel: For purposes of this contract, psychiatric personnel does not include any personnel other than psychiatrists.

Qualified Health Personnel: Physicians, dentists, and other professional and technical workers who by state law engage in activities that support, complement, or supplement the functions of physicians' and/or dentists, and who are licensed, registered, or certified as is appropriate to their qualifications to practice; further, they practice only within their licenses, certification, or registration.

**Qualified Mental Health Personnel:** Include physicians, nurses, psychologists, professional counselors, physician assistants, and others who by virtue of their education, credentials, and experience are permitted by law to evaluate and care for the mental health needs of patients.

**Quality Assurance:** The process of looking at how well a service is provided. The process may include formally reviewing health care given to a person, or group of persons, locating the problem, correcting the problem, and evaluating actions taken.

**Quality Improvement Committee:** A multi-disciplinary group of health providers working at the facility (the responsible physician and representatives of other departments) who meet on a fixed schedule to monitor and evaluate the health care services provided.

**Quality Improvement Programs:** The quality and consistency of health services provided in the facility usually through periodic review of offenders' charts and on-going monitoring of clinical services.

**Receiving Screening:** A system of structured inquiry and observation designed to prevent newly arrived offenders who pose a health or safety threat to themselves or others from being admitted to the facility's general population and to identify those newly admitted offenders in need of health care. This process is also referred to as Initial Health Screening.

**Responsible Physician:** An individual physician who supervises the judgements regarding the health care provided to offenders at a specific facility.

**Restraints:** Physical and chemical devices used to limit patient activity as a part of health care treatment. The kinds of restraints that are medically appropriate for the general population within the jurisdiction may likewise be used for medically restraining offenders (e.g., leather or canvas hand and leg restraints, chemical restraints, strait-jackets).

**Respite Care:** Short term care given to a hospice patient by another caregiver, so that the usual caregiver can rest.

**Restraint:** Any authorized physical or chemical method that prevents a patient's freedom of movement or normal access to one's own body. These restraints are used to prevent injury and are not used for treating medical symptoms.

**Self-Care:** Defined as care for a condition that can be treated by the offender; it may include over-the-counter medications.

**Sick Call:** The system through which each offender reports for and receives appropriate health care services for non-emergency illness and injury. Some people refer to sick call as a Clinical Visit.

**Special Need:** Care developed for offenders with certain medical conditions that dictate a need for close health care supervision (e.g., seizure disorder, diabetes, potential suicide, pregnancy, chemical dependency, and psychosis).

Specialist: A doctor who gives health care services for a specific disease or part of the body. Examples include oncologists (care for cancer patients), cardiologists (care for the heart), and orthopedists (care for bones).

Substance Abuse Assessment and Education Program: A specialized program providing substance abuse problem assessment and education including the recommendations of program staff that address offender needs which have been identified with specialized testing instruments.

Supervision: Defined as the overseeing of an accomplishment of a function or activity.

Statistical Report: This report is produced monthly to summarize and monitor trends of offenders receiving health services by category of care, operative procedures, referrals to specialists, positive testing for HIV and tuberculosis infection, and emergency services provided to offenders.

Supplier: Generally, any company, person, or agency that provides a required item or service; e.g., durable medical equipment.

Therapeutic Community Treatment Program: Therapeutic communities are composed of offender peer groups and staff that make up the community or family in a segregated residential facility. The community environment emphasizes peer self help with appropriate specialized staff. Offenders are active participants, as staff is, in the community and model accountable and socially responsible behavior. A common belief and prosocial value system focuses on resocialization with mutual support to community members and the treatment environment. Critical components of the successful therapeutic community are continuous feedback and confrontation of behavior in a manner that recognizes the dignity of each individual and attitude as well as self-disclosure.

Therapeutic Seclusion: Refers to the placement and retention (by health care personnel) of an offender in a bare room for the purpose of containing a clinical situation (e.g., extreme agitation, threatening or assaultive behavior) that may result in a state of emergency.

Treatment Plan: A series of written statements that specify the particular course of therapy and the roles of medical and non-medical personnel in carrying out the current course of therapy. It is individualized and based on assessment of the individual offender's needs and includes a statement of the short- and long-term goals and the methods by which the goals will be pursued.

Treatment Protocol: Preestablished written orders that specify the steps to be taken in appraising an offender's physical status. Treatment protocol does not provide any directions regarding danger of prescription medications.

Triage: The sorting out and classification of offender health complaints to determine priority of need and proper place of health care.